



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2006

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$392.22	\$319.09	\$373.20	\$1,084.51
B. Number of credits issued for repairs - 24 - 48 hours	32	19	44	95
C. Number of credits issued for repairs - 48 - 72 hours	10	2	8	20
D. Number of credits issued for repairs - 72 - 96 hours	0	2	4	6
E. Number of credits issued for repairs - 96 - 120 hours	3	2	4	9
F. Number of credits issued for repairs > 120 hours	2	3	0	5
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$1,835.00	\$1,650.00	\$890.00	\$4,375.00
B. Number of installations after 5 business days	39	50	22	111
C. Number of installations after 10 business days	5	0	1	6
D. Number of installations after 11 business days	3	4	3	10
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$5,270.00	\$6,770.00	\$5,780.00	\$17,820.00
B. Number of customers receiving credits	109	139	118	366
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Major storms throughout the Midwest in July created widespread power outages that created heavy call volume into Call Centers. The events had a negative residual impact on overall call volume for 3+ weeks.